



- ✓ Data Cabling
- ✓ CCTV
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2393 Pendley Road
 Suite 100
 Cumming, Georgia 30041
 (678) 845-7600
 (866) 632-2717
 support@bridge-comm.net

	Registered line
	Unregistered line
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call
	Active conference
	Placed call
	Phone warning
	Login credentials invalid
	Shared line
	Shared line with a held call
	Call forwarding is enabled
	You have messages
	Presence status (Available)
	Presence status (Do Not Disturb)

Quick Tips and Tools

Dialing Timeout

Pre-dial the number before lifting the handset to avoid a dialing timeout.

Hold vs Park

A call placed on Hold is only accessible on that particular phone.

A call placed on Park may be picked up on another phone by simply picking up the receiver and pressing the appropriate Park button.

Adjusting the Phone Interface

To make adjustments to the backlighting, volume & ring type, select the home button, go to Settings then select "Basic"


Voice Announce

Allows for an announcement to be made to an individual extension: Dial *8, EXT.

Conference Call Quick Tip

If your phone has an active call and one held call—on the same or a different line—press More and then Join from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Do Not Disturb Quick Tip

To set your phone to Do Not Disturb, switch to Home View then navigate to DND and select. Your Lines View will now display the  icon

Resetting your Phone

Unplug the data cable from the back of phone, wait 30 seconds and plug back in.



HOSTED PBX

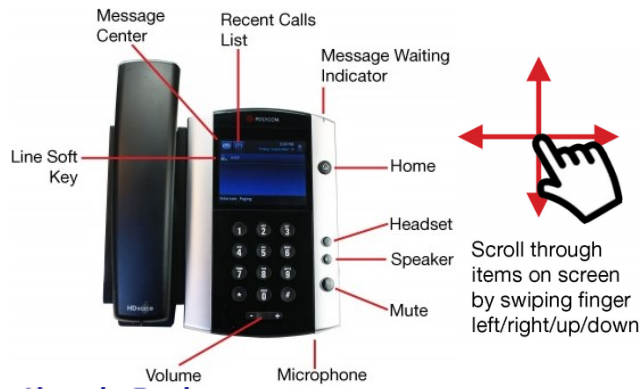
USER GUIDE

FOR

POLYCOM VVX 500 SERIES PHONES



HDvoice



About the Touchscreen



Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.



To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:

- For Home View, press .
- From Home View, press  to display either Lines, Calls, or Active Call View.
- To switch between Lines View and either Calls or Active Call View, swipe the screen.

Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display more icons.

From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap **Close**.



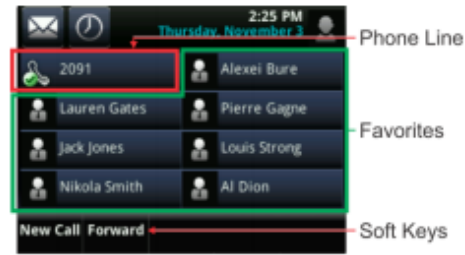
Call color indicates status:

- **Dark green** Active call.
- **Dark blue** Incoming and held calls.
- **Bright green** Active call is highlighted.
- **Bright blue** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

Lines View

Lines View displays phone Lines, Favorites, and soft keys.

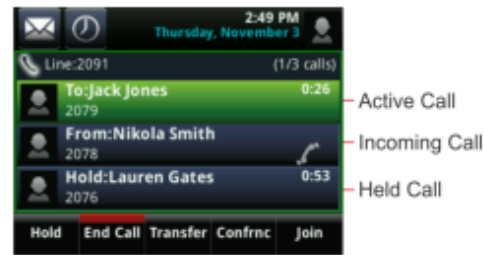


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if applicable).

Calls View

Calls View displays a list of all your calls.



Call color indicates status:



- **Dark green** Active call.
- **Dark blue** Incoming and held calls.
- **Bright green** Active call is highlighted.
- **Bright blue** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.




Active Call View

If a phone Line has only one call—and it's active—you can access Active Call View.




 **Tip: Returning to Your Calls**
If you navigate away from your call(s), tap  **Calls** to see Active Call or Calls View again.



Placing Calls

Pick up the handset, or press  or . Enter the phone number, and tap .

From Lines View: Tap the phone Line, enter the phone number, and tap .

From Home View: Tap **New Call**, enter the phone number, and tap .

Answering Calls

Press  or tap **Answer**, pick up the handset, or press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

Forwarding Calls

To enable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap

Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confnc**. Dial and connect with the other party, and tap **Confnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.





Timesaver: Placing Conference Calls

If you have an active and held call, tap **Join** to set up a conference.


Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap  to sort and order calls, tap  to display only certain calls, or tap a call record to call the person.



Tip: Saving Recent Callers to Your Directory




From your Recent Calls list, tap  next to the call, and tap **Save**. Enter additional information and tap **Save**.

Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

- **To view your Favorites list** Tap **New Call** from Home View, and tap **Favorites**.
- **To make a contact a Favorite** Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite** Tap the Favorite from Lines View or your Favorites list.
- **To reorder your Favorites list** Update the contact's *Favorite Index* number in the Contact Directory.


Contact Directory


- **To view your Directory** Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.
- **To add a contact** Navigate to your Contact Directory and tap . Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** Navigate to your Contact Directory and tap the contact. Tap  to update the contact's information, and tap **Save**.
- **To delete a contact** Navigate to your Contact Directory and tap the contact. Tap , and tap **Yes** to confirm.
- **To search for a contact** Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
- **To dial a contact from your Directory** Navigate to your Contact Directory and tap the contact. From the contact's information screen, tap the contact's phone number.

Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.

Muting the Microphone

During a call, press  so other parties can't hear you.

To disable Mute, press  again.

Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.